

Fuel Network Team Standard Operating Procedures

Job Title: Fuel Site Service Technician

Job Summary: Respond to Fuel Site, customer, technical representatives, and service personnel related to the State of Utah Fuel Network: verifies and responds to system failures, processing delays, improper system response, alarms, environmental releases, and mechanical problems. Diagnosis, troubleshoots, initializes, reconfigure, and repairs fuel network electronics, including site controllers, card readers, and electronic tank monitors in the field and office; tests, evaluates, repairs and replaces mechanical fuel distribution systems in accordance with the Division of Fleet Operations procedures and standards, and by the manufacturer. Integrates information, statistics, observation and site data, coordinates with other personnel in Fleet Operations, Environmental Quality, Local Health, and Fire jurisdictions, to assure compliance of the fuel facilities with State and Federal regulations. Assists in the development of remote systems diagnostics, enabling off-site testing, inventory reconciliation, water in product levels monitoring and related. Assists in quality control measures as directed by DFO Service Writers for vendors in question on preventative maintenance and repairs of state vehicles.

Tasks and Responsibilities – Daily (D), Weekly (W), Monthly (M), Yearly (Y), and as Needed (AN)

- **Responds as scheduled by the manager or team leader, to fuel site, customer, technical representatives, and service personnel related to the State Fuel Network: verifies and responds to system failures, processing delays, improper system response, alarms, environmental releases, and mechanical problems.** Respond to each site within 24 hours and not more than 48 hours of the initial trouble report. Coordinates repairs of the site to ensure that the site is **NOT** down for more than 48 hours. (AN)
- **Diagnosis, troubleshoots, initializes, reconfigures, repairs fuel network electronics, including site controllers, card readers, and electronic tank monitors in the field and office;** tests, evaluates, repairs and replaces mechanical fuel distribution systems in accordance with the Division of Fleet Operations procedures and standards, and by the equipment manufacturers. Coordinates repairs of the fuel sites to ensure the site is **NOT** down for more than 48 hours. If repairs are completed internally and that said repairs are of superior quality to that of outside vendors. (AN)
- **Integrates information, statistics, observations, site data, and coordinates with other personnel in Fleet Operations, Environmental Quality, local health and fire jurisdictions, to assure compliance of the State of Utah fuel facilities with State and Federal regulations.** Coordinates timely verbal information to those described within 24 hours of initial fuel site observations. Followed by a written response with 48 hours of initial fuel site observation. (AN)
- **Assists in the development of remote systems diagnostics, enabling off-site testing, inventory reconciliation, water in product levels monitoring and related.** Keeps remote data equipment on-line and working for Fuel Analysis, allowing remote access when needed. Obtains site inventory reading from each site visited and forwards this information to Fuel Analysis and UST Coordinator within 48 hours. (AN)
- **Performs other related tasks as assigned.** Accepts assignments and carries out the intent of such in a timely manner, or assigned scheduled date given by the manager or team leader. Asks necessary questions needed to clarify and complete assignments. (AN)
- **Perform quality control in remote locations for DFO Service Writers who question the validity of a repair or preventative maintenance request from particular vendors.** (AN)

- **Remedy task documentation.** Insure every task from the Remedy help desk is completed. Manage priorities and resolution of problems and request in a timely manner. (AN)

Important processes I am responsible for or part of?

- The repair processes that the Fuel Technician's use are found in the technical manuals carried with them in the repair truck

Quality control reports I run: Daily (D), Weekly (W), Monthly (M), and Yearly (Y)
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- At a minimum each fuel station is to be inspected one time every 90 days. Each week logs of the fuel sites visited as well as work orders for fuel site repairs are entered into a spreadsheet file to be referenced as needed. (W)

Person that backs me up when I am on vacation or sick?

- Bob Seele